

Tuesdays with Tammy Nevada Libraries Forum
from
Nevada State Library, Archives and Public Records
10 a.m. - 11:00 a.m.
Tuesday
August 11, 2020

Notes

Attending: Tammy Westergard, Sulin Jones, Norma Fowler, Bruce Douglass, NSLAPR; Guest speaker – Grant Clowers, Carson Tahoe Behavioral Health Services; Elia Keating; Cyndi O, Nevada CoOp; Diane Baker, Tod Colegrove, Carson City; Emily King, CSN; Amy Dodson, Douglas County; Joy Gunn, Marcie Smedley, Henderson; Jessica Anderson, Humboldt County; Courtney Oberhansli, Mineral County; Forrest Lewis, Garret Dacay, North Las Vegas; Amy Bruno, Shanna Gibbons, Susan Wonderly, Pahrump; Kathie Brinkerhoff, Pershing County; Jeff Scott, Joan Dalusung, Washoe County; Emily King, CSN; Eric Walsh, GBC; Mary Schultz, UNR Medical Library; Maggie Farrell, UNLV; Ron Belbin, WNC; Nancy Schmidt, SCLL.



WHAT PEOPLE ARE THINKING RIGHT NOW



Strengths:

- Libraries are flexible in times of crisis.
- Libraries share professional expertise with their communities.
- Libraries offer understanding, care, and focus to those suffering job loss and stress.
- Libraries can help with changing focus from obstacles to opportunity by providing information, support, and a sense of care.



Struggles:

- Struggling to maintain services while keeping a safe work environment.
- Finding ways to assist their communities during the COVID19 pandemic and economic downturn.
- Dealing with civil unrest and demonstrations.



Opportunities

- To assist patrons in a “stress state” by providing resources, information, and options.
- Be an institution of information and care for those suffering from loss and lack of direction.
- Providing an antidote to loss and stress by providing meaning and love to the community.



Trends

- Provide resources, information, options, and opportunities to help patrons think clearly during times of uncertainty
- At this time, 1 in 3 people can be diagnosed as under stress and suffering from anxiety

Announcements:

- Webinars involving customer service and mental wellness are posted on our website: <https://nsla.nv.gov/COVID19/10MinuteWellness>
- State Council on Literacy and Libraries (SCLL) will be held online Zoom <https://nsla.nv.gov/SCLL081420> .
uso2webzoom.us/j/84495045843 August 14, 10:00 a.m. to 11:00 a.m., followed by Directors' Meeting at 11:00 a.m. Council meeting materials are available here: <https://nsla.nv.gov/SCLL081420> .
- The focus of the Directors' meeting will be the 2018 and 2020 SOAR (Strength, Opportunities, Aspirations, Results) surveys

Guest Speaker: Grant Clowers, LCSW, Psychotherapy and Clinical Services Supervisor for Carson Tahoe Hospital Behavior Therapy and Acceptance and Commitment Therapy.

- The antidote to loss and stress is meaning and love.
- When people lose a job they lose identity. Identity is work; family; spirituality; friends; and other values.
- There are skillful ways to deal with disappointment and stress that help keep people from spiraling down to hopelessness and helplessness.
- Our brain tricks us into suffering when the negativity bias gets us overfocused on problems and losses and unfocused on the positives and possibilities.
- In addition to offering information and guidance, libraries offer understanding, care, and focus to those suffering job loss and stress.
- When helping a person in the library, see the person in front of you and know that the person needs caring as well as information.
- Libraries can help with changing focus from obstacles to opportunity by providing information, support, and a sense of care.
- Getting a broader more positive view is less about positive thinking and about positive focus and planning.
- Tone of voice when providing information to the patron indicates care and gives emotional support that is long term.
- Libraries can both offer information and care to the community.
- Emotional support can be used by phrases, "I'm sorry this is happening to you, but there are resources I would be happy to share with you." "I do hope this information will be helpful."

Check-In:

Tammy Westergard, NSLA: Dr. Yvonne J. Chandler of University of North Texas passed away recently. She was influential in library instruction and policies that influenced many libraries across the world. It is her work and persona that we are in remembrance of today.

Tammy also thanked those who were on the ALA Holding Space call last week and mentioned that ALA President Julius Jefferson recognized Maggie Farrell, ALA Treasurer, as being in attendance.

Maggie Farrell, UNLV: The financial situation for ALA is serious, please renew your membership if you haven't already. The ALA Spotlight call last Thursday showed off Nevada in a great way by demonstrating that Nevada libraries are collaborating on all levels to work hard on developing solutions for our community problems.

Joy Gunn, Henderson: First week as Assistant Director is going well.

Marcie Smedley, Henderson: We are still offering curbside services and virtual programming. We are transitioning from appointment-only curbside pickups to no-appointment curbside pickups.

Kathie Brinkerhoff, Pershing County: We are still closed to the public but are allowing the public to use computers by appointment. The library board will meet a few weeks after school starts and see what is happening with COVID 19 cases before making any decision about reopening.

Forrest Lewis, North Las Vegas: We are doing curbside service by appointment. Our numbers are consistent with no losses or growth in demand. Will continue with curbside until further guidance is received.

Jeff Scott, Washoe County: We have both the Grab and Go and drive through pickup. For the Grab and Go, we allow patrons to enter the building but they must have a temperature check by a staff member posted at the entrance who also makes sure there is mask wearing compliance (with bandanas being offered if they do not have one) before being allowed inside. The patrons take their holds and use self checkout with very limited staff interaction. We are getting hundreds of Grab and Go visits with the average time of 5 minutes. The service is offered Tuesday and Thursday from 10 to 2 p.m. but we are looking to expand it to more days.

Emily King, CSN: Access to campus is limited to students and staff. The library hasn't opened yet, and they aren't sure what to expect. The library provides study space and computers that the students depend on.

Eric Walsh, GBC: We are still finalizing our plans, but we are limiting our access to GBC staff, students and faculty. We will do curbside pickup and modified our interlibrary loan form so that students will pick up their requests at the Elko campus rather than one of our branch locations. We will continue to offer digital online instruction. We are considering different options for physical access to the library.

Ron Belbin, WNC: We are still open 2 days a week, 8:00 a.m to 4:00 p.m., and are planning our opening at the beginning of the upcoming semester. The situation is still fluid.

Jessica Anderson, Humboldt: Cases of COVID19 are on the rise causing us to close McDermitt library except for 2 days a week of curbside service. At the main library, we are open but are discouraging lingering by removing the seats. We did get CARES act money from the county which we used to buy 2 portable sinks for patrons to wash their hands. The sinks will be placed at the entrance and in the children's department.

Courtney Oberhansli, Mineral County: We are limiting access to library to picking up holds by phone in appointments. We are offering limited computer time. There is no browsing the stacks and lingering is discouraged. Patrons are adhering to our mask wearing rule. We are also using the video equipment (funded by an NLA LSTA grant) for puppet shows and storytimes. Sulin Jones added that both Jamie Hemingway from Washoe and Courtney's son Casey were very helpful in selecting the digital

programming equipment that was purchased, generously sharing their knowledge and expertise. When many of the items were out of stock, Casey helped identify a combination of products that worked together, while also being suitable for those without much experience.

Tod Colegrove, Carson City: COVID19 cases are hitting the offices in the area hard. Our Broadband initiative is stalled until Carson City I.T. chief comes back from vacation. Special thanks to Washoe County Library Director, Jeff Scott for assisting with the integration of school records with the library catalog by allowing users to opt in to receiving a library card when they sign up for learning platforms such as Infinite Campus or Canvas. The library is also collaborating with Carson Douglas ECAC to develop other branch libraries for kids to go to. We, libraries, are eligible for CARES funding for front line responders' salaries. The Carson City Library received 12% of the CARES act funding left over after first responders were covered.

Amy Dodson, Douglas County: We are still doing curbside service and browsing hours with greeters offering masks and hand sanitizers so everyone is wearing masks.